Vacancy Announcement

USAID | Burundi

Bujumbura, Burundi

Vacancy Announcement No. 2017-005	**January 17, 2017**

Open To:	**All Interested candidates**
Position:	**Computer Management Assistant**
Grade Level:	**FSN-09**
Opening Date:	**Thursday, January 19, 2017**
Closing Date:	**Thursday, February 2, 2017 at 12:00**
Work Hours:	**Full-time; 40 hours/week**

USAID/Burundi is recruiting one person for the position of Computer Management Assistant to work at the USAID office in Bujumbura.

BASIC FUNCTION OF POSITION:

Within the office of USAID/Burundi, the Computer Management Assistant is responsible for providing information technology support services to all USAID/Burundi staff. The Systems Office located in Bujumbura is a LAN installation consisting of 2 W2k3, 2 W2k8 servers with more than15 network nodes connected through cable concentrators using twisted pair architecture, 4-pair cables, and patch-blocks.

The LAN installation serves as the communication backbone between the client workstations. The LAN applications include a dedicated telecommunications link with AID/W offices and other overseas posts with similar LAN installations or different platforms, thereby creating an agency worldwide Wide Area Network (WAN) through Windows 7 desktops and Exchange 2010 system. The other LAN applications include Microsoft Office 2010, Phoenix, ASIST, E2, WinTA, WebTA etc.

In support of this LAN installation, the Computer Management Assistant performs all phases of systems operations; software/hardware installation, troubleshooting and maintenance; applications development/programming; user support and training; ADP hardware/software inventory management; and/or any special project/assignment as and when the need arises.

MAJOR DUTIES AND RESPONSIBILITIES: **% OF TIME**

1. Systems Operations   35%

- Performs day-to-day operations to keep the mission's system running and available to users. To this end, the incumbent in collaboration with the Systems Manager in USAID Rwanda and the embassy IRM section monitors the systems activities to ensure that all systems components are functional, determines adequacy of disk space in servers and client PCs, whether memory must be increased on the servers, client PCs or printers, etc.

- Tracks all software installed on client PCs to trace memory problems, use of disk space, etc and to ensure only authorized software is installed in client PCs. Monitors use of network applications to determine need for additional hardware and software both at the user and server levels. Ensures that only shared files reside on the file servers and monitors use of shared peripherals such as printers.

- Ensures adherence to system security procedures including password protection and physical security. Performs data security and disaster recovery procedures by doing scheduled backups (daily, weekly and monthly) of sensitive data and systems files on the LAN servers with minimum disruptions to users. Labels backup tapes and stores the tapes in an organized library. Ensures weekly and monthly backup tapes are stored at an off-site storage facility. Advises users about 'virus' problems and their prevention.

2.   Installation, Troubleshooting and Maintenance   35%

- The incumbent is responsible for installation of LAN hardware components. This entails testing of monitors and central processing units, installation of network interface cards, installation of a USAID Desktop image software and setting up batch files to make PCs LANable, memory configuration to ensure PCs are able to run network and locally installed applications and setting up network printers. Installs PC applications on both servers and local hard disks.

- Diagnoses and troubleshoots problems related to workstation PCs, servers, printers, scanners, the cable plan, and network and programs such as Windows OS, MS Exchange, Microsoft Office , ADP Equipment Inventory System etc.

- In the case of hardware related problems, the incumbent fixes the problems whenever possible and reports to the maintenance department those problems he cannot handle. Follows up the equipment status while in the repair shop and provides the Systems Manager and/or the equipment user with relevant feedback. In the case of malfunctioning software, corrects problems, debugs and makes amendments to applications as required and/or seeks the help of the Systems Manager, the applications software vendor or author by either e-mail or phone when need be.

- Analyses memory configuration problems and conflicts in users' PCs and resolves these problems.

3. USER Support and Training   15%

- Assists with routine daily user support: provides telephonic and on-site support to the LAN users in the mission. Provides operational and supervisory guidance in support of computer applications resident on the LAN system including DOS, windows, exchange, network application software and standard applications installed on local hard disks such as Microsoft Office, etc. Assists users to resolve operational problems with LAN components such as printers, scanners etc.
- Provides appropriate computer training to individuals or groups of users at all mission levels. This would include the use of microcomputer technology, network operations and any other training as needed. Provides applications assistance and makes recommendations to users regarding appropriate hardware and software.

4. ADP Hardware/Software Inventory Management   15%

- Maintains an up to date inventory of all ADP related items including hardware and software (computers,laptops, cell phones, satellite phones, radios, etc) and also takes periodic ADP hardware/software inventory to keep track of equipment location and usage. Tracks original software and documentation and ensures proper registration and that warranty cards are filled out properly and registered with the respective vendors. Ensures that all software license agreements are instituted properly making sure that copyright laws are not violated.

- May perform receiving function for ADP hardware/software and organize distribution. Documents receipt of ordered items. Notes any items which are missing, back ordered, damaged etc and advises appropriate officers or officials of the problems. Responsible for turning in obsolete and/or redundant equipment to the warehouse.

QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

a. **Education:** A Bachelors Degree in computer science, information systems or equivalent field is required

b. **Prior Work Experience:** At least four years performing progressively more responsible work of a program, technical, advisory, or administrative nature where emphasis is placed on analytical, judgmental, and expository abilities with respect to operation, management, analysis and programming, and utilization of computer systems is required. Exposure to Local Area Networking technology, and personal computers. Previous experience with various commercial software applications including word processing, database, spreadsheet, inventory management is highly recommended.

c. **Post Entry Training:** Window XP or above, LAN Administration Training (TDY as necessary), Windows 2003, 2008 servers. General LAN wiring/topology and design, Telecommunications – using modems, routers, TCP/IP, etc. Internet, Chrome. The timing and availability of the above training is something to be scheduled, with neighboring posts and or AID/Washington. To a large extent, the decision to send an employee for training depends on motivation, potential and of course, availability of funds.

d. **Language Proficiency :** Written and oral fluency in English and French required.

e. **Job Knowledge:** Good understating of system management principles. Familiarity with computer operations in networked microcomputer systems environments. Knowledge of programming, systems analysis and documentation techniques. Knowledge of mission requirements and automation policies. Knowledge of computer operations and the services which are provided to users; computer networking and telecommunications; and inventory management, including records management, replacement and procurement of equipment.

Skills and Abilities: Skills required at this level are focused on maintaining operational capability and readiness of computer systems. Good technical skills to troubleshoot, diagnose and resolve hardware and software problems to maximize the capabilities of the mission's computer resources. Good interpersonal skills to develop and maintain two-way communications and promote computer and automation services. Ability to respond to users' automation needs promptly while advising them in a diplomatic manner of system capabilities and limitations.

POSITION ELEMENTS

A. **Supervision Received:** Work is performed on a day-to-day basis under the supervision of the USAID Burundi Administrative Management Specialist . Guidance and direction are available from the Embassy IRM section and, USAID/Rwanda Systems Office.

B. **Supervison Exercised:** None

C. **Available Guidelines:** Systems operating manuals and mission's systems and procedure guidelines as modified periodically.

D. **Exercise of Judgement:** Expected to exercise reasonable judgment within the parameters established by the supervisor. Must be able to apply prescribed guidelines and/or instructions etc. to his work without detailed supervision.

E.   **Auithority to Make Commitments:** None

F. **Nature, Level, and Purpose of Contracts:** Is in continuous contact with system users to clarify and/or to resolve systems operations (hardware and software) problems. Also contacts vendors and/or any other technical reference on matters concerning hardware/software configurations and/or software malfunctions.

G. **Time expected to Reach Full Performance Level:** One year.

TO APPLY

The application form is available on the Bujumbura Embassy Internet Site at http://burundi.usembassy.gov/employment-opportunities.html Interested applicants for this position **should** submit all the following documents with their application:

1. Application for Employment as a Locally Employed Staff or Family Member (DS-174);

2. A current resume or curriculum vitae that provides additional information;

3. Any other documentation (e.g. certificates, awards, degrees earned) that addresses the qualification requirements of the position as listed above can be added to your application.

4. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional U.S. Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.

SUBMIT APPLICATION TO

Human Resources Office
Attention: The Human Resources Officer
Embassy of the United States
Avenue des Etats Unis
B.P 1720 Bujumbura
*(Please indicate your Name, your Telephone number and the Position Title on the envelope
and sign in the logbook upon drop-off of your application)*
or
Email: BujumburaHR@state.gov

POINT OF CONTACT
Telephone: +257. 22.20.70.24

CLOSING DATE FOR THIS POSITION: February 2nd , 2017 at 12:00

The US Mission in Bujumbura provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

DEFINITIONS

EFM
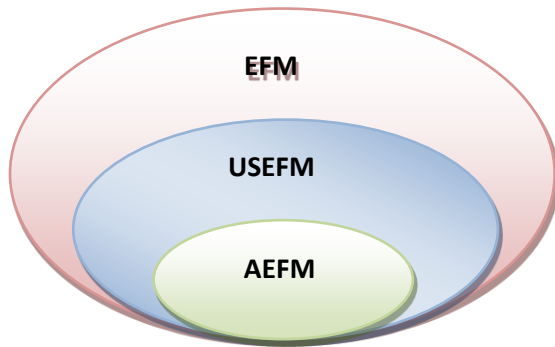
USEFM

AEFM

> This diagram demonstrates how an Appointment Eligible Family Member (AEFM) is also a US-citizen Eligible Family Member (USEFM) as well as an Eligible Family Member (EFM).

1.   Eligible Family Member (EFM): An individual related to a US Government employee in one of the following ways:

- Spouse or same-sex domestic partner (as defined in 3 FAM 1610);
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

2. US Citizen Eligible Family Member (USEFM): For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- US Citizen; and,
- EFM (see above) at least 18 years old; and,
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:

    1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
    2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

3.   Appointment Eligible Family Member (AEFM): EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:

- *Is a* **U.S. citizen; and**
- Is Spouse or same-sex domestic partner (as defined in 3 FAM 1610) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
- Is listed on the travel orders or approved Form OF-126, Foreign Service Residence and Dependency Report, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan (AIT), and who is under chief of mission authority; and
- I*s* residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
- **Does not receive a Foreign Service or Civil Service annuity**

4. Member of Household (MOH): An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a US Citizen.

5. Not Ordinarily Resident (NOR) – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (*OR*, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a US Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

6. Ordinarily Resident (OR) – A Foreign National or US citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without US Social Security Numbers are also OR. All OR employees, including US citizens, are compensated in accordance with the Local Compensation Plan (LCP).

 Approved: FMO/HR Aaron Ryan
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Drafted: Administrative Management Specialist